

Events of 21-22 November in Special Center

1. DDO scheduled time 0505-1630 for STAR on Saturday.
2. At 0600, STAR is up on V/6, but no tapes are running.
3. Operations discovered that a device known to be down was part of configuration.
4. Tried to bring system back up without this device, 0700-0900.
5. Called Amdahl at 0900--Amdahl gave verbal instructions that eventually brought system back up.
6. Meanwhile, backup procedures were started to switch to 158.
7. DDO had made recent change in STAR that created a timing problem on 158. Therefore, it would not run on 158.
8. Back to V/6 and running ok at 1000.
9. At 1130, received tape drive error--STAR is up, but again no tapes running. IBM on site looking at problem.
10. At 1245, equipment check on Telex--everything stops.
11. Above problems fixed at 1300 and everything running, except 1 disk channel was offline.
12. Saturday afternoon, Amdahl said to bring channel online (At this time STAR was not running).
13. On Sunday (0830) STAR was brought up, but Amdahl machine failed.
14. By 0930, we put disk channel again offline and STAR was up.

Summary of Human Problems

1. On Saturday (0505), Operations should have known that bad device was in configuration.
2. Operations waited too long to call Amdahl (0700-090 Saturday).
3. DDO should have tested Application on 158.
4. Amdahl told us to put defective channel back on line (Saturday afternoon).

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